INFORMATION TECHNOLOGY ADVISORY BOARD
February 19, 2008, 10:00 a.m.
MEETING MINUTES

The Information Technology Advisory Board (ITAB) met February 19, 2008, at 10:00 a.m., in Conference Room 264 of the Adams Building at 101 Blair Drive, in Raleigh. Harry E. Payne, Jr., presided.

The following ITAB members were present:

> Harry E. Payne, Jr., Chair
> Randy Barnes
> Bill Golden
> Lee Mandell
> Robert Powell
> Dede Ramoneda
> Steve Rao
> Dan Stewart

The following ITAB members were absent:

> Priscilla Dennison

WELCOME/INTRODUCTIONS:

Chair Harry Payne opened the meeting and welcomed ITAB members and visitors. He thanked Dan Stewart for allowing the use of DHHS's conference room for the meeting and covered other matters for the comfort and safety of the members.

ADOPTION OF MINUTES:

Randy Barnes noted that the correct date for the legislation referenced under "DUTIES AND RESPONSIBILITIES" in the January 16, 2008 ITAB minutes was 2007, not 2006. Upon a motion duly made by Dr. Lee Mandell and duly seconded, the Board approved the minutes as amended.

ADOPTION OF BYLAWS:

Dr. Mandell suggested the following amendments to the ITAB Bylaws that were before the board for approval:

- **Article V. Meetings**: Add a sentence in Section (l) that the minutes shall be posted to the State CIO Web Site upon approval by the Board.

- **Article VII. Expenses and Support**: Add language to Section (c) to add the maintenance of a Board web page to the Office of Information Technology's administrative support to the Board.

- **Article VIII. Conflicts of Interest**: Correct a typo in Section (a)(1) that changed the word "tot" to the word "to."

- **Article IX. Amendments**: Change the number of members required to be present to vote on amendments from "at least ten" to "at least eight."

There being no further discussion or debate on the suggested amendments, Dr. Mandell moved that the Bylaws be approved as amended. The motion passed and the Bylaws were unanimously adopted.

SCIO COMMENTS:

State CIO George Bakolia thanked the ITAB members for their participation and support. He said he would like the Board to keep a narrow focus on key areas in state government and to provide guidance and recommendations for him to take to the Governor's Office and the State Legislature.

EXPANSION BUDGET REVIEW PROCESS:

The Chair introduced Tom Runkle of the ITS Business and Alignment Group to report to the Board on the expansion budget review process. Mr. Runkle distributed a chart illustrating a timeline of the IT planning and budgeting process for state agencies. He referred to the recent Executive Briefing on Business/IT Management held at the McKimmon Center in January that he felt was very productive in assisting key agency leaders in developing business strategies and IT planning. He mentioned that the State CIO has assigned members of his IT staff to review expansion budget requests and assist the agencies in preparing their biennial IT plans. The Governor's budget recommendations for 2009 – 2011 will be submitted for approval during the 2009 session of the General Assembly.

Mr. Bakolia noted that his office will need to develop a separate strategic transition plan for the incoming Governor, who will take office in January.

Robert Powell observed that submission of agency expansion budget requests to the Office of State Budget and Management (OSBM) is scheduled for December 2008. He suggested that deadlines should be moved to October or November 2008 to provide more time for review.

Dr. Mandell asked about the time frame for the ITAB to review and comment on the agency and statewide IT plans.

Randy Barnes suggested that IT requests be separated from the expansion budget requests as the Budget Office reviews the agency requests, because the IT requests must be reviewed by the State CIO.

Dr. Mandell said he would like to see where the ITAB factors into the timeline. Ms. Barnes suggested that the ITAB be added to the January 2009 box on the timeline as when the ITAB would give feedback to the SCIO.

Mr. Runkle said that he will bring back a revised and more detailed schedule to the members for their review and recommendations. Mr. Bakolia said that he will submit agency IT plans to the Board in early November and provide an early outline of the statewide IT plan in late November.

STATE PORTAL:

Sharon Hayes, Deputy State CIO, called the members' attention to a handout provided prior to the meeting that compares North Carolina's State Portal with those of other states. She covered five distinguishing points in the evaluations of the top states and cited Michigan, Tennessee and Texas as good portal models. Ms. Hayes noted that North Carolina needs to use its "shelf space" more wisely, keep material on its portal up to date, provide lots of services on line, and go back to focus groups for ideas. She recommended surveying the agencies for the top five items they would like to see on the portal and likened the NC Portal to a "brag book" where we can brag about our state. She referenced an OSBM report prepared by the Terry Sanford Institute of Public Policy in May 2005 that offered recommendations for improving North Carolina's Web Portal.

Dr. Mandell said that it is important to reexamine the fundamental business needs of the agencies and ask if they are being met on the portal. There should be a recommitment to the search engine that currently exists. He also noted three advances in technology since the portal was created: (1) NCID; (2) a service-oriented architecture; and (3) a Web 2.0 platform.

Ms. Barnes noted that IT should not be driving the content on the Web site.

Dr. Willis said that the technology components are available, but the portal is being held back by lack of ownership.

Mr. Bakolia said that the strategic decision makers have to see the value for the citizens of the State, that technology is not the issue. The Board's role may be to make recommendations to the Legislature and the new Governor to find the right business leaders to drive the portal.

Dr. Willis added that the value of the portal for the citizens is different from providing value to the state agencies. Dr. Mandell added that the initial intent of the focus groups was to find out what the citizens wanted.

Allison Stivender, ombudsperson from the Governor's Office, defined the make up of the Governor's Portal Committee, what it set out to accomplish and how it attempted to manage their assignment. She said that the committee would appreciate any direction or guidance that the ITAB could offer.

Ms. Barnes suggested that the Portal Committee revisit the recommendations in the Sanford Institute report.

Dr. Willis cited the BEACON project currently in progress in state government as a potential model.

Ms. Barnes said that the ownership of the Portal lies within the Governor's Office and suggested that the Governor be the one to assign the committee staff from among the business leaders in the state agencies. She asked if the ITAB should send a message to the new Governor that this is a high priority for his administration.

Chair Payne said that it is easy to cast this as an IT issue, but the governance should come from some place else.

Mr. Powell added that the Governor has to own this project. It was also his belief that when the Legislature created the ITAB, it placed some authority in the body to make some recommendations to them, as well. Mr. Bakolia offered to raise this as an issue to the new Governor as a part of his transition plan.

Recommendations from the portal discussion by the ITAB were to:

- Review the recommendations from the Sanford Institute report.
- Look at the links on the Web to other state portals and research how they were created and governed.
- Ask the ITAB members from the private sector to share in their experience.

Mr. Bakolia added that, while we are looking at other states, he would be interested to see what percentage of states have outsourced this service and what percentage have kept the service within the state. Steve Rao volunteered to research that issue.

Ms. Barnes suggested that the Board look at other agency models, and this is something that could be solicited through the agency CIO Meetings.

IT PERSONNEL—RECRUITMENT & RETENTION:

Chair Payne introduced Pam Bowling from the Office of State Personnel (OSP) to discuss the initiatives that are being taken to help the state hire and retain knowledgeable IT workers and managers.

Ms. Bowling said that career banding is still underway and that OSP's goal is to establish a yearly review of IT compensation rates. A full review is presently scheduled for summer 2008, and OSP is using surveys to help gather this information. Ms. Bowling said that in some instances even after rates are set, the potential exists to hire around that rate. She said that OSP works with the agencies' human resources offices when they request help with specific skill sets and OSP also helps the agencies where they are having problems in recruiting. OSP also tracks turnover rates and is working on some new projects that deal with attraction and retention in IT. She agreed to provide some data to the group regarding turnover figures.

Ms. Bowling concluded by saying that a report from OSP goes to the legislature every year, and it is a key point in that report that they will continue with the career banding to bring state government closer to the market rates.

Mr. Bakolia asked for further information on what it would take for OSP to consistently reassess the market on an annual basis instead of every two years. Ms. Bowling responded that she will raise the point with the State Personnel Director. Mr. Powell noted that state agencies need to be able to be more flexible in what they can offer to their present employees.

Chair Payne said that the ITAB would like to request more information from Ms. Bowling—how the training factor impacts salaries—actual not market; benefits compensation; and the turnover number which would include years of service.

PROPOSED FUTURE ISSUES:

Dr. Mandell suggested that the ITAB discuss the North Carolina GIS Report recently published by OSBM. He said that this report contains specific recommendations that will impact ITS and the State CIO's Office.

ADJOURNMENT & NEXT MEETING:

The meeting adjourned at 12:05pm. The next meeting will be Tuesday, March 18, 2008, at 10:00 am, in Conference Room 264 of the Adams Building, 101 Blair Drive, Raleigh.